

Lower Costs. Clearer Communication. Better Outcomes. E-MetroTel for Extended Care.

Executive Summary

In the demanding world of extended care, communication is more than a convenience—it’s essential to safety, responsiveness, and quality of service. Whether it’s enabling faster staff response times, supporting family connections, or improving day-to-day operations, a reliable communication system directly impacts care quality and resident satisfaction.

As you work to deliver better service while controlling costs, the need for robust, flexible communications has become urgent. That’s where E-MetroTel makes a difference—helping you improve efficiency, enhance safety, and reduce operational expenses starting day one.



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Meeting the Priorities of Extended Care

Today’s extended care facilities prioritize the following communication needs:

- **Mobility:** Caregivers are constantly on the move. They need reliable mobile access to voice, messaging, and alerts — whether they’re in a patient room, on a different floor, or across campus.
- **Responsiveness & Safety:** Rapid staff coordination can make all the difference in emergencies. Real-time communications, including push-to-talk and mass notifications, help ensure safety and compliance.
- **Reliability:** Downtime is not an option. Voice communications must remain clear and consistent 24/7.
- **Integration with Legacy Systems:** Many facilities rely on analog phones and wiring. A communications solution must integrate without costly rewiring.
- **Future-Readiness:** As staff and resident needs evolve, facilities need solutions that grow and adapt — without requiring complete replacement every few years.

The XSTIM® Migration Advantage — Exclusive to E-MetroTel

E-MetroTel's patented XSTIM® protocol, available through our on-premise Galaxy appliances or UCX-Cloud platforms, delivers an unmatched advantage: full-feature support for a wide range of existing business phones—without the usual hassle of reprogramming or firmware updates.

By embedding intelligence in the call server—not the handset—XSTIM® enables us to replicate the full user interface and experience of phones from leading vendors like NEC, Panasonic, Nortel, Avaya, and more.

Here's what makes XSTIM® a game-changer:

- **No firmware updates. No reprogramming.** Simply update your network with the MAC address of your new E-MetroTel system—and you're back in business.
- **No password resets or user changes.** Your existing configurations, usernames, and settings carry over—saving up to 30 minutes per user.
- **The same phones, the same user experience.** Programmable buttons, custom key layouts, and familiar workflows stay intact—ensuring zero disruption to your team.
- **Industry-leading compatibility.** Support for digital, IP, and SIP phones across multiple vendors makes E-MetroTel the ideal solution for mixed environments and multi-site facilities.

Don't Be Fooled by Imitations

Some vendors may claim their phones “work on your system,” but they're usually referring to basic SIP functionality—a stripped-down experience that lacks key features and often demands manual reprogramming.

Only E-MetroTel's XSTIM® gives you a complete feature set on your existing phones, preserving your investment while delivering a seamless, full-service upgrade.

How E-MetroTel Delivers

E-MetroTel offers a unified communications ecosystem tailored to extended care environments, combining innovation with flexibility to meet your most important priorities.

1. Mobility with DECT and Mobile Clients

Mobility is at the heart of care delivery. Our **DECT** wireless handsets provide crystal-clear voice in even the most challenging environments — long hallways, thick walls, and multi-story buildings. For staff who prefer to use their own device, our mobile softphone clients for iOS and Android deliver full telephony functionality on the go.

E-MetroTel's dual approach ensures your team stays connected — whether they prefer dedicated handsets or smartphones.

2. Infinity 2002 Call Box for High-Visibility Safety

Designed for patient rooms, washrooms, common areas, parking facilities, entrances, and other key areas, the **Infinity 2002 Call Box** provides push-button or pull-cord voice communication in a high-visibility, high-durability form. It's ideal for enhancing safety and extending your communications reach to remote or transitional spaces.

With one push or pull operation and easy installation, it's a perfect fit for extended care facilities focused on resident and staff safety.

3. E911 Notification

The E911 Notification application ensures you're instantly alerted when someone dials 911 from within your facility. As soon as an emergency call

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is placed, designated support personnel can receive real-time alerts—including the caller’s name, extension, and dialed number—via phone call, email, SMS, or paging.

For urgent response, authorized staff can also use a secure barge-in feature to listen in and speak directly with the caller.

4. High-Density Analog Support

Many extended care environments rely heavily on analog phones for resident or common rooms. With E-MetroTel’s UCX platform, you get unmatched support for high-density analog deployments — without needing to rip and replace your existing infrastructure.

Keep costs low and operations running smoothly while focusing on your other priorities.

5. Evergreen Strategy: Reuse, Refresh, Reinvent

Why throw away what still works? Our Green Migration Strategy lets you extend the life of your current phones — including Nortel, Avaya, and other systems — by migrating them to a modern, fully supported E-MetroTel platform.

Keep the familiar devices your staff already know, while gaining access to new features, better security, and modern applications.

6. Ongoing Software Innovation and Security

Staying current with software isn't just a technical detail — it’s a strategic advantage. With E-MetroTel’s proactive software lifecycle management, you’re not just keeping up — you’re staying ahead. Our updates are designed to deliver continuous improvement without disrupting operations.

Access to new features that boost efficiency—like enhanced call handling, analytics, and automation— and strong security through regular updates and proactive patching.

7. SIP Trunking

Recurring network access charges can be a monthly drain on your budget. E-MetroTel’s SIP Trunking services offer integrated SMS with the flexibility and price point that may well significantly reduce your monthly expenses.

Create an end-to-end E-MetroTel solution that saves you money everyday.

“We were introduced to the E-MetroTel solution and were very happy with the migration capability of the UCX solution. The ability to replace the Nortel PBX but still retain our telephones was huge for us...My recommendation to other facilities needing to replace their system is to do it! You won't regret it .”

Jamie Hussey, Director of
Information Technology
Jackson Hospital, Marianna, FL

Why E-MetroTel Is Different

While some vendors are pulling back from the communications market or discontinuing key products, E-MetroTel is moving forward — committed to supporting extended care facilities for the long haul.

Our solutions are:

- **Proven:** Thousands of customers across healthcare, education, government, and business rely on E-MetroTel solutions everyday
- **Flexible:** Cloud, on-premises, or hybrid deployment models
- **Supported:** Delivered through a network of knowledgeable, authorized partners

Most importantly, we design with your reality in mind — not just for today, but for the years to come.

Final Thoughts: Modern Communications that Work for Extended Care Facilities

Communication is essential to extended care, and your residents, staff, and families deserve the best. With E-MetroTel, you can modernize your communications at your own pace, increase safety and mobility, and prepare your facility for what's next.

And thanks to our Green Migration Strategy, it doesn't require a costly rip-and-replace approach. You get the innovation you need — leveraging the investments you've already made.

Let's talk about how E-MetroTel can help your facility evolve with confidence and care.

About E-Metrotel

E-MetroTel delivers flexible, end-to-end communication solutions that evolve with your business. Our Green Migration strategy supports 100+ endpoints across six major brands—maximizing existing investments while enabling a smooth, cost-effective transition. Founded in 2009, we bring deep expertise in Avaya, Cisco, Mitel, NEC, Nortel and Panasonic solutions, with global teams across the U.S., Canada, Europe, and Asia-Pacific. Our solutions support over 3,000 users and 1,200 call center agents, offering on-premise, virtual, or cloud deployments tailored to your needs—backed by a worldwide network of partners.